

BEDFORD HEIGHTS SEWER SERVICE GUIDELINES

The city of Bedford Heights provides a “helping hand” service for residents to relieve sanitary sewer restrictions and blockages. Below are the guidelines for this service.

- The assistance program is for **OWNER OCCUPIED RESIDENTS ONLY. NO RENTAL PROPERTY WILL BE SERVICED.**
- The program is for temporary relief of sanitary sewer lateral blockages; (*the main line from the house to the city main*). Any sinks, tubs, and secondary lines are not considered emergency and are serviced by priority. We do not maintain home owner’s plumbing or sewers.
- Home owners are responsible for all sewers (*sanitary and storm*) from the house to the right of way. The tree lawn is homeowner’s property.
- Sewer crew personal do not dismantle or assemble any plumbing inside the homes.
- Sewer calls are from 07:30 a.m. to 2:00 p.m., Monday, Wednesday, and Friday. **No overtime will be expended for sewer calls.** Residents will wait until the next available day.
- If your sewer blockage becomes chronic, or if it is acute and severe enough even the first time, service will be terminated and it’s the homeowner’s responsibility to correct the problem.
- No city service will be offered for storm sewer related blockages. **All gutters, down spouts, garage drains, and driveway drains are the home owners’ responsibility.**
- **Culverts are the home owner’s responsibility to maintain and clean, this includes the pipe under the driveway.**

If you have any questions pertaining to the sewer assistance program please contact me at 440-786-3201 or by e-mail at **davep@bedfordheights.gov**.